

Addendum No.1, RFP 15-75



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: Prospective bidders RFP 15-75, Merchant Services and Payment Gateway

From: Alex Nosnik, Assistant Director, Purchasing

Date: February 23, 2015

Re: **Questions & Answers**

Addendum No. 1 to RFP 15-75

The City is issuing this addendum to RFP 15-75, Merchant Services and Payment Gateway Services to provide additional information:

****PLEASE BE SURE TO ACKNOWLEDGE THIS ADDENDUM ****

Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

X

Name of Authorized Signatory
Title of Authorized Signatory

1. Reminder of Bid Due Date:

- **Wednesday, 3/04/2015 at 11am**

2. Questions and Answers:

Q. Please provide the name/purpose of each merchant account?

- A. City Clerk: Records (i.e., birth certificates); Dept. of Public Works: Stickers (i.e., white goods stickers) and Compost purchases; Traffic & Parking Dept.: Parking ticket payments, Purchase of permits and passes; Water Dept.: Payment of water bills; Inspectional Services Division: Purchase of permits, Payments of fines.

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Q. Which merchant accounts require convenience fee functionality?

A. None.

Q. Will the City provide statements for all card types accepted for each merchant account?

A. The City doesn't understand this question.

Q. What is the average ticket and volume for each merchant account?

A. City Clerk: \$15; Dept. of Public Works: \$15; Traffic & Parking Dept.: \$50; Water Dept.: \$25. Estimated transaction volumes can be found in Section 2.1 of the RFP.

Q. Please provide the gateway interface preference for Duncan Systems.

A. Duncan's current gateway provider is SWIFF, via the ISO Merchant First (however Duncan believes that they are registered under a parent company name of Merchant Partners).

Q. Please outline the departments and quantity required of face to face, standalone terminals.

A. The City doesn't understand this question.

Q. Section 2.2 regarding parking meter micro transactions indicates "the city is requesting Vendors to provide a fixed per transaction cost (that is inclusive of all discount, interchange, and any other variable pricing." Will the City consider responses without this feature?

A. Yes, the City would consider a proposal that does not offer the fixed fee.

Q. Section 2.3 indicates "Vendor will be invoicing the City for its dues". Will the City consider responses without this feature?

A. The City requires that all services are billed directly to the City.

Q. What is the maximum dollar transaction amount for the parking meter "Micro Transactions" referenced in section 2.2 can accept?

A. As of February-2015, the maximum parking meter transaction is \$3.00.

Q. When was the last time you bid these services?

A. May 2012.

Q. Are you looking to replace your current provider?

A. Most City services are re-bid at intervals no greater than 3 years.

Q. What is it about your current solution you would like to add to?

A. The City's desired specification can be found in Section 2.0 of the RFP.